

**APPENDIX B**  
**Survey Materials**

112367replmeth

**CUSTOMER TELEPHONE SURVEY  
SCREENER  
CATI: AFFORD**

LANGUAGE FOR INTERVIEW:      ENGLISH. . . . 1  
   SPANISH. . . . 2

**ASK TO SPEAK WITH MALE HEAD OF HOUSE. IF MALE HEAD OF HOUSE NOT AT HOME NOW OR NO MALE HEAD OF HOUSE, ASK FOR FEMALE HEAD OF HOUSE.**

ENTER SAMPLE NOW . . . . .	CS1..(White) . . . . .	1
	CS2..(Grey) . . . . .	2
	LO1..(Pink) . . . . .	3
	LO2..(Blue) . . . . .	4
	SR1..(Yellow) . . . . .	5
	SR2..(Green) . . . . .	6
	BX1..(Tan) . . . . .	7
	BX2..(Orange) . . . . .	8
	LS1..(Ivory) . . . . .	9
	LS2..(Gold) . . . . .	10

**INTRODUCTION:**

Hello. I'm \_\_\_\_\_ from Field Research Corporation, a national opinion research organization located in San Francisco. We're conducting a survey for (Pacific Bell) (GTE) among their customers and we'd like to include your opinions.

- A.      For this survey, my instructions call for me to talk with the adult in this household who is most familiar with the phone bill. Would that be you or someone else?

YES. . . . . 1--CONTINUE

NO . . . . . 2-- ASK TO SPEAK WITH PERSON WHO IS MOST KNOWLEDGEABLE. IF NOT AT HOME NOW, FIND OUT BEST TIME TO CALL BACK AND RECORD ON CONTACT RECORD FORM.

IF SR1 OR SR2, ASK:

- B.      We are interviewing people in all age groups for this survey. Before we continue, can you please tell me your age?

ENTER AGE: \_\_\_\_\_

IF 60 OR OLDER, CONTINUE WITH Q.C

-- IF UNDER 60, THANK AND TERMINATE BY SAYING WE HAVE ALREADY COMPLETED OUR QUOTA OF INTERVIEWS WITH CUSTOMERS IN THEIR AGE GROUP (CODE "96").

IF (SR1 OR SR2 AND 60 OR OLDER) OR IF LO1 OR LO2, ASK QC AND QD;

- C. (Pacific Bell) (GTE) is very interested in finding out how various customers feel about their services and we need to be sure that we include a cross-section of households based on size and income. How many people in total, including yourself, depend on your total household income?

RECORD NUMBER: \_\_\_\_\_

- D. And is your total annual household income "\$ \_\_\_\_\_ or less" or "over \$ \_\_\_\_\_" ?

\$ \_\_\_\_\_ or less. . . 1-- CONTINUE WITH MAIN QUESTIONNAIRE

Over \$ \_\_\_\_\_ . . . 2 THANK RESPONDENT AND TERMINATE BY SAYING  
WE HAVE ALREADY COMPLETED OUR QUOTA OF  
INTERVIEWS IN THOSE INCOME GROUPS  
(CODE "99")

IF BX1 OR BX2, ASK:

- E. (Pacific Bell) (GTE) is very interested in finding out how various customers feel about their services and we need to be sure that we include a representative cross-section of households in all ethnic groups. Would you describe your racial or ethnic background as (READ LIST):

White. . . . .1 --TERMINATE (CODE "91")  
Black or African American. . . .2 --CONTINUE WITH QUESTIONNAIRE  
Spanish, Mexican or other  
Hispanic descent . . . .3 --TERMINATE (CODE "90")  
American Indian. . . . .4 --TERMINATE (CODE "94")  
Asian or Asian American. . . . .5 --TERMINATE (CODE "93")  
or some other group. . . . .6 --TERMINATE (CODE "94")

NOTE: IF NOT ELIGIBLE, TERMINATE INTERVIEWS BY SAYING:

It happens that I have completed my interviews with this group for today. We appreciate your willingness to take part in our survey. Thank you very much.

**CUSTOMER TELEPHONE SURVEY  
MAIN QUESTIONNAIRE  
CATI:AFFORD**

These first few questions are about your telephone service.

- |  |  |
|--|--|
| 1. Is there just one telephone number for everyone living here at this address or is there more than one telephone number? | JUST ONE NUMBER . . . 1 (Go to Q.6)<br>MORE THAN ONE . . . . 2 (Ask Q.2)<br>DON'T KNOW . . . . . DK<br>REFUSED . . . . . REF |
|--|--|

**IF MORE THAN ONE (Q.1):**

2. How many different telephone numbers are there for this address?	<div style="border-bottom: 1px solid black; width: 100%;"></div> (record number)
3. How many, if any, of these are business lines?	<div style="border-bottom: 1px solid black; width: 100%;"></div> (record number)
4. Do you pay the bills for (all) (both) of these phone numbers?	YES . . . . . 1 (Go to Q.6) NO . . . . . 2 (Ask Q.5) REFUSED . . . . . REF
<b>IF NO (Q.4):</b>	
5. Who pays the bills for these (this) other number(s)?	TEENAGER/CHILD OF RESPONDENT . . . . . 1 ADULT RELATED TO RESPONDENT . . . . . 2 NON-RELATED ADULT . . . . . 3 OTHER: <div style="border-bottom: 1px solid black; width: 100%;"></div> 4 <div style="text-align: center;">(describe)</div> DON'T KNOW . . . . . DK REFUSED . . . . . REF

- |  |  |
|--|--|
| 6. How do you <u>prefer</u> to pay your phone bill... (READ CATEGORIES) (RECORD ONLY ONE RESPONSE) | by mail . . . . . 1<br>by going to the phone company in person . . . . . 2<br>some other way <div style="border-bottom: 1px solid black; width: 100%;"></div> 0<br><div style="text-align: center;">(describe)</div>   |
| DO NOT READ:   | DON'T KNOW . . . . . DK<br>REFUSED . . . . . REF   |
| 7. Would you prefer to pay... (READ CATEGORIES) (RECORD ONLY ONE RESPONSE)                         | by phone . . . . . 1<br>by check . . . . . 2<br>in cash . . . . . 3<br>by money order . . . . . 4<br>with a credit card . . . . . 5<br>other <div style="border-bottom: 1px solid black; width: 100%;"></div> 0<br><div style="text-align: center;">(describe)</div> |
| DO NOT READ:   | DON'T KNOW . . . . . DK  |

8. Do you know which company provides your long distance service? IF NECESSARY: Is it...(READ LIST)

AT&T ..... 1  
MCI ..... 2  
Sprint ..... 3  
Other: \_\_\_\_\_ (describe) .....

DO NOT READ →

GTE/General Telephone ..... 5  
Pacific Bell ..... 6  
Don't know ..... 0

9. Do you get a separate monthly bill for your long distance calls or are your long distance calls included in your monthly (Pacific Bell) (GTE) bill?

SEPARATE BILL ..... 1 (Ask Q.10, 11)  
INCLUDED IN (PB) (GTE) BILL .. 2 (Go to Q.12)  
DON'T KNOW ..... 3 (Skip to Q.13)

**IF SEPARATE BILL (Q.9):**

10. How much is your average long distance bill each month? (IF NECESSARY): Just your best estimate. \$ \_\_\_\_\_ (RECORD AMOUNT)
11. How much is your average bill from (Pacific Bell) (GTE) each month – that's the total you pay to (Pacific Bell) (GTE) each month, including all the different charges? \$ \_\_\_\_\_ Go to Q.13 (RECORD AMOUNT)

**IF LD INCLUDED IN PACIFIC BELL/GTE BILL (Q.9):**

12. In total, how much is your average telephone bill each month – that's the total you pay each month including all the different (Pacific Bell) (GTE) charges as well as the long distance charges. (IF NECESSARY): Just your best estimate. \$ \_\_\_\_\_ Go to Q.13 (RECORD AMOUNT)

13. Thinking about the times you have contacted (Pacific Bell) (GTE), how satisfied were you with how they responded... were you... READ CATEGORIES

DO NOT READ →

Very satisfied ..... 1 (Go to Q.15)  
Somewhat satisfied ..... 2  
Somewhat dissatisfied .. 3 } (Ask Q.14)  
Very dissatisfied ..... 4  
CAN'T RECALL ..... 0 (Go to Q.15)

**IF LESS THAN VERY SATISFIED (Q.13):**

14. Why were you not entirely satisfied? PROBE: Was there anything else you were dissatisfied with?  
(RECORD ON VERBATIM COMMENT SHEET)

**ASK EVERYONE:**

15. In any contacts you have had with (Pacific Bell) (GTE), have you ever felt pressured into signing up for some type of service that you did not really feel you needed or wanted?
- YES ..... 1 (Ask Q.16)  
NO ..... 2 (Go to Q.19)

**IF YES (Q.15):**

16. How long ago was that?
- LESS THAN 3 MONTHS AGO ..... 1  
3 TO 6 MONTHS AGO ..... 2  
6.1 MONTHS TO 1 YEAR AGO ..... 3  
1.1 TO 2.9 YEARS AGO ..... 4  
3 TO 5 YEARS AGO ..... 5  
5 OR MORE YEARS AGO ..... 6  
DON'T KNOW ..... 0

17. Did you end up getting what you felt pressured into buying?
- YES ..... 1 (Ask Q.18)  
NO ..... 2 (Go to Q.19)

**IF YES (Q.17):**

18. Did you request it be stopped or removed from your bill?
- YES ..... 1  
NO ..... 2

19. Since living on your own as an adult, have you usually had phone service in your home?
- YES ..... 1  
NO ..... 2

20. What about when you were a child ... did you usually have telephone service in your home?
- YES ..... 1  
NO ..... 2  
DON'T KNOW ..... DK

21. Have you ever had your phone service stopped by the phone company? YES ..... 1 (Ask Q.22)  
NO ..... 2 (Go to Q.27)

IF YES (Q.21):

22. Before the phone company disconnected your service, did you contact the phone company to talk about your bill and what might be done about it? YES ..... 1 (Go to Q.24)  
NO ..... 2 (Ask Q.23)

IF NO (Q.22):

23. Why didn't you contact them? (RECORD ON VERBATIM COMMENT SHEET)

24. Were you aware that you could have arranged to pay the amount you owed on an installment plan? YES ..... 1  
NO ..... 2
25. At the time the phone company stopped your telephone service, did you want to continue getting phone service or did you decide it was best to stop getting the service? WANTED TO CONTINUE ..... 1 (Go to Q.27)  
DECIDED TO STOP ..... 2 (Ask Q.26)  
DON'T RECALL ..... DK (Go to Q.27)

IF DECIDED TO STOP (Q.25):

26. Why did you decide to stop getting phone service? Was it because ...  
(READ CATEGORIES) (ASK IN  
ROTATED ORDER STARTING WITH  
CHECKED ITEM.)

	YES	NO	DK
(a) you no longer wanted phone service .....	1	2	DK
(b) your bill was larger than you expected .....	1	2	DK
(c) you did not understand the charges .....	1	2	DK
(d) you could not control the number of calls .....	1	2	DK
(e) too many other people were using the phone .....	1	2	DK
(f) any other reason? _____ (write in)	1	2	DK

Go on to Q.27

27. How do you feel about contacting the phone company about your telephone service ... is that ... (READ CATEGORIES)

Very easy for you ..... 1 (Go to Q.29)  
 Somewhat easy for you ..... 2  
 Somewhat difficult for you, or ... 3 } (Ask Q.28)  
 Very difficult for you? ..... 4

IF LESS THAN "VERY EASY" (Q.27):

28. What makes it difficult for you? PROBE: Is there anything else that makes it difficult for you to contact the phone company? (RECORD ON VERBATIM COMMENT SHEET)

29. As far as you know, does the phone company have service representatives who can speak ... (READ EACH)

	YES	NO	DON'T KNOW
Spanish? .....	1	2	DK
Chinese? .....	1	2	DK
Vietnamese? .....	1	2	DK
Korean? .....	1	2	DK

30. As far as you know, are there any special requirements for getting phone service...for example...do you have to...

	YES	NO	DK
a. Have a certain income level? .....	1	2	DK
b. Have a good credit rating? .....	1	2	DK
c. Have a bank account? .....	1	2	DK
d. Have a California driver's license? .....	1	2	DK
e. Have a Social Security card? .....	1	2	DK
f. Be a citizen of the United States? .....	1	2	DK
g. Have a job? .....	1	2	DK

31. Have you ever tried to get telephone service from the phone company here in California and not been able to get it?

YES ..... 1 (Ask Q.32)  
 NO ..... 2 (Go to Q.34)



**IF YES (Q.31):**

32.	How long ago was that?	LESS THAN 3 MONTHS AGO . . . . .	1
		3 TO 6 MONTHS AGO . . . . .	2
		6.1 MONTHS TO 1 YEAR AGO . . . . .	3
		1.1 TO 2.9 YEARS AGO . . . . .	4
		3 TO 5 YEARS AGO . . . . .	5
		5 OR MORE YEARS AGO . . . . .	6
		DON'T KNOW . . . . .	DK

  

33.	Why were you unable to get phone service... was it because ... (READ CATEGORIES) (ASK IN ROTATED ORDER, STARTING WITH CHECKED ITEM.)			
	(a) you had an outstanding, unpaid balance on a previous phone bill? . . . . .	YES	NO	DK
		1	2	DK
	(b) you did not have the required Social Security number, driver's license or other acceptable form of identification? . . . . .	1	2	DK
	(c) you could not pay the required deposit . . . . .	1	2	DK
	(d) some other reason? _____ (describe)	1	2	DK

34.	Have you ever heard of Custom Calling Services like Call Waiting or Call Forwarding?	YES . . . . .	1	(Ask Q.35)
		NO . . . . .	2	(Ask Q.37)

**IF YES (Q.34):**

35.	Do you have Call Waiting, Call Forwarding or any other Custom Calling Service?	YES . . . . .	1
		NO . . . . .	2

  

36.	Are you aware that these Custom Calling Services like Call Waiting and Call Forwarding cost extra each month and that you don't have to have them if you do not want them?	YES, AWARE . . . . .	1
		NO, NOT AWARE . . . . .	2

37.	Is telephone service... (READ CATEGORIES)	Very easy for you to afford . . . . .	1	(Go to Q.101)
		Somewhat easy for you to afford . . . . .	2	
		Somewhat difficult for you to afford, or . . . . .	3	
		Very difficult for you to afford . . . . .	4	(Ask Q.38)

IF LESS THAN "VERY EASY" (Q.37):

38. What makes phone service hard for you to afford... Is it... (READ LIST) (ASK IN ROTATED ORDER, STARTING WITH CHECKED ITEM.) FOR EACH "YES" ASK: Is that a big part of the problem or only a small part of the problem for you?

	Q38		Q38X2	
	YES	NO	BIG PART	SMALL PART
(a) the extra cost of calls <u>within</u> the US .....	1	2	1	2
(b) the extra cost of calls <u>outside</u> the US .....	1	2	1	2
(c) the inability to control the <u>number</u> of calls .....	1	2	1	2
(d) the inability to control <u>who uses</u> the phone .....	1	2	1	2
(e) the tendency to talk on the phone for a long time .....	1	2	1	2
(f) what you have to pay for the basic monthly service, not including extra calls .....	1	2	1	2
(g) the added cost of services like Call Waiting .....	1	2	1	2
(h) calls to 900 numbers .....	1	2	1	2
(i) Something else? _____	1	2	1	2
(specify)				

39. Do you ever have any financial difficulty paying your monthly phone bill? YES ..... 1 (Ask Q.40)  
NO ..... 2 (Go to Q.101)

IF YES (Q.39):

40. How often do you have difficulty doing so? Is it...(READ CATEGORIES)  
Very often ..... 1  
Somewhat often, or ..... 2  
Not too often ..... 3

101. Have you ever heard of something called  
Universal Lifeline Telephone Service?

YES ..... 1 (Ask Q.102)  
NO ..... 2 (Go to Q.104)  
DK ..... DK (Go to Q.104)

IF YES (Q.101):

102. Do you have that service now?

YES ..... 1 (Go to Q.111)  
NO ..... 2 (Ask Q.103)

103. What do you think that is? (PROBE:) Who  
do you think it is for? (DO NOT READ LIST)

FOR LOW INCOME PEOPLE . 1}  
REDUCED/LOWER RATES . 2} (Go to Q.105)  
LIMITED CALLING ..... 3  
OTHER ..... 0

104. Are you aware that the phone company offers  
a special type of phone service for lower-  
income people?

YES ..... 1 (Ask Q.105)  
NO ..... 2  
NOT SURE / DON'T KNOW . 0 (Go to Q.110)

IF YES (Q.104) OR "1" OR "2" IN Q.103:

105. Have you ever tried to get this service?

YES ..... 1 (Ask Q.106)  
NO ..... 2 (Go to Q.108)  
DON'T KNOW ..... DK

IF YES:

106. Do you have it?

YES ..... 1 (Go to Q.111)  
NO ..... 2 (Ask Q.107)  
DON'T KNOW ..... DK

IF NO (Q.106)

107. Why don't you have it... Is it  
because... (READ LIST) (ASK  
IN ROTATED ORDER,  
STARTING WITH CHECKED  
ITEM)

( ) You decided you did not want it ..... 1  
( ) You did not meet the qualifications ..... 2  
Some other reason? ..... 3  
(describe)

DO NOT READ →

WAS ABLE TO GET IT / HAD THE SERVICE BUT  
DISCONTINUED ..... 4  
DON'T KNOW ..... DK

GO ON TO Q.110a →

IF NO (Q.105):

108. Why have you not tried to get this service?

109. Is there any other reason why you have not tried to get this service?

GO ON TO Q.110a →

ASK IF CS1, CS2, BX1, BX2, LS1 OR LS2

110a. It happens that the phone company does offer a special type of phone service for lower income persons. In order to qualify for this service, you need to meet certain requirements based on your total household income and the number of people in your household who depend on that income. How many people in total, including yourself, depend on that income?

RECORD NUMBER \_\_\_\_\_

110b. Does that include yourself? YES ..... 1 - Go to 110c  
NO ..... 2 - Re-ask 110a

110c. For \_\_\_\_\_ people, you could qualify if your total annual household income is \$\_\_\_\_\_ or less. Do you think you would qualify for this service? YES, THINK SO, MAYBE . 1 - Ask 110d  
NO, WOULD NOT ..... 2 - Go to Q.111  
NOT SURE ..... 3 - Ask 110d

FOR LO1, L02, SR1 OR SR2, SAY:

110aa. It happens that the phone company does offer a special type of phone service for lower income persons. You would qualify for this service based on what you told us earlier about your income and the number of people in your household who depend on that income. However,...

Now go to 110d

110d. For this service, your family cannot have another residential telephone number, that is, you can have only one residential phone number on this service. Also, you cannot be claimed as a dependent on another person's income tax. If you qualify, you must fill out a form each year certifying that you still meet these requirements. Would you still qualify for this service? YES, THINK SO, MAYBE . . . 1  
NO, WOULD NOT . . . . . 2  
NOT SURE . . . . . 3

**ASK EVERYONE:**

111. Do you know about how much you now pay for your basic monthly telephone service and how much you pay for extra calls that are not included as part of the basic monthly service? (IF DON'T KNOW, CODE AS DK)

111a. Cost of basic service: \$\_\_\_\_\_ per month

111b. Extra cost for calls: \$\_\_\_\_\_ per month

IF HAVE LIFELINE (Q.102/106) OR WOULD NOT QUALIFY (Q.110c OR Q.110d), SKIP TO Q.114.  
IF WOULD QUALIFY (YES in Q.110d), ASK:

- |   |  |
|---|--|
| <p>112. Well, aside from any calls you make, you are either paying a basic monthly rate of \$8.35 for Flat Rate or \$4.45 for Measured Rate. If you were to subscribe to Lifeline service, you would still pay whatever you do now for calls. However, you would save about \$5.17 per month if you have Flat Rate or \$3.22 per month if you have Measured Rate.</p> <p>Given those savings, would this make your monthly telephone service easier for you to afford or not? (PROBE:)<br/>Would that be much easier or just a little easier?</p> | <p>Much easier to afford ..... 1<br/>A little easier to afford ..... 2<br/>No easier to afford ..... 0<br/>DON'T KNOW ..... DK</p> |
| <p>113. Assuming you are eligible for this special phone service, do you think you will get in touch with the phone company to sign up for it or will you continue doing what you do now?</p>   | <p>Sign up ..... 1<br/>Continue doing what do now ..... 2<br/>DON'T KNOW ..... DK</p>  |

**ASK EVERYONE:**

114. What if there were some way for you to control the calls that cost extra. For example, the phone company could set some limit on those calls so you would not go over that limit... Would you be interested in this type of service or not?

YES ..... 1  
NO ..... 2  
DON'T KNOW ..... DK

PB Version  
for CS2, LS2,  
LO2, SR2,  
BX2 samples

**ASK EVERYONE:**

111. Do you know about how much you now pay for your basic monthly telephone service and how much you pay for extra calls that are not included as part of the basic monthly service? (IF DON'T KNOW, CODE AS DK)

111a. Cost of basic service: \$ \_\_\_\_ per month

111b. Extra cost for calls: \$ \_\_\_\_ per month

IF HAVE LIFELINE (Q.102/106) OR WOULD NOT QUALIFY (Q.110c OR Q.110d), SKIP TO Q.114  
IF WOULD QUALIFY (YES in Q.110d), ASK:

<p>112. Well, aside from any calls you make, you are either paying a basic monthly rate of \$9.75 for Flat Rate or \$5.25 for Measured Rate. If you were to subscribe to Lifeline service, you would still pay whatever you do now for calls. However, you would save about \$5.88 per month if you have Flat Rate or \$3.62 per month if you have Measured Rate.</p> <p>Given those savings, would this make your monthly telephone service easier for you to afford or not? (PROBE:) Would that be much easier or just a little easier?</p>	<p>Much easier to afford ..... 1 A little easier to afford ..... 2 No easier to afford ..... 0 DON'T KNOW ..... DK</p>
<p>113. Assuming you are eligible for this special phone service, do you think you will get in touch with the phone company to sign up for it or will you continue doing what you do now?</p>	<p>Sign up ..... 1 Continue doing what do now ..... 2 DON'T KNOW ..... DK</p>

**ASK EVERYONE:**

114. What if there were some way for you to control the calls that cost extra. For example, the phone company could set some limit on those calls so you would not go over that limit... Would you be interested in this type of service or not?

YES ..... 1  
NO ..... 2  
DON'T KNOW ..... DK

GTE Version  
for CSI, LSI,  
HOI, SR1,  
BX1 samples

\*901. Do you speak any languages, other than English?

YES ..... 1 (Ask Q.902a)  
NO ..... 2 (Go to Q.906)

IF YES (Q.901):

902a. What are all the languages you speak at home including English? (DO NOT READ LIST) Any others?  
(Record under Q.902, SPEAK AT HOME)

902b. (IF ENGLISH NOT MENTIONED, ASK:) Do you use English at home?

IF MORE THAN ONE, ASK:

903. Which one is used most often, at home? (Record under Q.903 MOST OFTEN)

	Q.902 SPEAK AT HOME	Q.903 MOST OFTEN
ENGLISH .....	1	1
SPANISH .....	2	2
FRENCH .....	3	3
ARABIC .....	4	4
CHINESE (MANDARIN) .....	5	5
CHINESE (CANTONESE) .....	6	6
CHINESE (OTHER) .....	7	7
KOREAN .....	8	8
VIETNAMESE .....	9	9
JAPANESE .....	10	10
TAGALOG .....	11	11
HMONG .....	12	12
LAOTIAN .....	13	13
OTHER .....	14	14

(specify)

IF USE SPANISH, MANDARIN, CANTONESE, KOREAN, OR VIETNAMESE AT HOME:

904. If you wanted to call the phone company to talk about phone service, which would you prefer to use — (LANGUAGE), English or does it make no difference to you?	PREFER (LANGUAGE) .....	1
	PREFER ENGLISH .....	2
	MAKES NO DIFFERENCE .....	3

NON-ENGLISH INTERVIEWS ONLY:

905. How comfortable do you feel when you speak English... Do you feel (READ CATEGORIES)	Very comfortable .....	1
	Somewhat comfortable .....	2
	Somewhat uncomfortable .....	3
	Very uncomfortable .....	4

\* NOTE: This question excluded from Non-English versions of questionnaire

906a. How long have you lived at this address?      \_\_\_ YRS. and \_\_\_ MOS.

IF LESS THAN 6 YEARS, ASK:

906b. How many times have you moved in the past 5 years?      \_\_\_ times

907. Where were you born?      UNITED STATES ..... 1 - Go to 909

CUBA ..... 2  
LATIN AMERICA ..... 3  
SOUTH AMERICA ..... 4  
CENTRAL AMERICA ..... 5  
MEXICO ..... 6  
ASIA / PHILIPPINES ..... 7  
EUROPE ..... 8  
OTHER ..... 9

(specify)

Ask Q.908

IF NOT IN U.S.:

908. How long have you lived in the United States?      \_\_\_ YRS. and \_\_\_ MOS.

909. Including yourself, how many people in total live here at this address?

TOTAL:      \_\_\_ - IF ONLY ONE IN HH, SKIP TO Q.912

IF MORE THAN ONE (Q.909):

910. How many are ...

Adults 18 or over?      \_\_\_

Children 13 to 18?      \_\_\_

Children 6 to 12?      \_\_\_

Children under 6?      \_\_\_

INTERVIEWER: Be sure this adds to total.

911. How many families live here at this address? (IF NECESSARY, SAY:) Well, if you were telling a friend about it, how many families would you say live here?

\_\_\_ FAMILIES

ASK EVERYONE:

912. Does anyone living here in your home have a physical disability which makes it difficult for them to use the phone?

YES ..... 1  
NO ..... 2

IF YES:

913. What is the nature of the physical disability?

SPEECH ..... 1  
SIGHT ..... 2  
HEARING ..... 3  
MOBILITY ..... 4  
OTHER ..... 5  
(describe)



914. How would you describe your marital status?  
Are you ... (READ CATEGORIES)

Married ..... 1  
Separated ..... 2  
Divorced ..... 3  
Widowed ..... 4  
Single (Never married) ..... 5

915. Is this a house, apartment or flat,  
condominium, mobile home or some other type  
of dwelling?

HOUSE ..... 1  
APARTMENT / FLAT ..... 2  
CONDOMINIUM ..... 3  
SINGLE HOTEL ROOM ..... 4  
ROOM WITHIN AN APARTMENT / HOUSE ..... 5  
MOBILE HOME ..... 6  
OTHER: \_\_\_\_\_ 7  
(describe)

916. Do you own or rent?

OWN ..... 1  
RENT ..... 2

917. Do you pay your own ... (READ LIST)

FOR EACH YES:

918. Do you pay by mail or in person?

	YES	NO	DK
(a) Water bills? .....	1	2	DK
(b) Electricity bills? .....	1	2	DK
(c) Natural gas bills? ..	1	2	DK
(d) Cable TV bill? .....	1	2	DK
(e) Telephone bill? .....	1	2	DK

PAY BY...

IN		OTHER	DK
MAIL	PERSON		
1	2	3	DK
1	2	3	DK
1	2	3	DK
1	2	3	DK
1	2	3	DK

919. May I please ask your age?

YEARS

920. What is the highest level of education you  
completed?

ELEMENTARY OR NONE ..... 1  
SOME HIGH SCHOOL ..... 2  
COMPLETED HIGH SCHOOL (4 YRS) ..... 3  
SOME COLLEGE (1-3 YRS), TECHNICAL  
SCHOOL / ASSOCIATE DEGREE (2 YEARS) ..... 4  
COMPLETED COLLEGE (4 YEARS) ..... 5  
POST GRADUATE (OVER 4 YEARS) ..... 6  
REFUSED ..... 7

921. Are you currently employed either part-time or  
full-time? (IF NOT EMPLOYED, CIRCLE  
APPROPRIATE CODE)

EMPLOYED FULL-TIME ..... 1  
EMPLOYED PART-TIME ..... 2  
TEMPORARILY UNEMPLOYED ..... 3  
HOMEMAKER FULL-TIME ..... 4  
STUDENT ..... 5  
RETIRED ..... 6  
OTHER \_\_\_\_\_ 7  
(specify)  
REFUSED ..... 8

IF BX1 OR BX2, SKIP TO Q924a. OTHERWISE, ASK:

922. Would you describe your racial or ethnic background as...(READ CATEGORIES)

White .....	1
Black or African American .....	2
Spanish / Mexican or other Hispanic descent .....	3
American Indian .....	4
Asian, or .....	5
Some other group _____ (specify) .....	6
REFUSED .....	7
DON'T KNOW .....	8

DO NOT READ {

IF "ASIAN" (Q.922):

923. Which Asian group is that? (IF OTHER: REPEAT QUESTION)

CHINESE .....	1
KOREAN .....	2
VIETNAMESE .....	3
FILIPINO .....	4
JAPANESE .....	5
HMONG .....	6
LAOTIAN .....	7
OTHER _____ (specify) .....	8

924a. And finally was your total household income last year ever or under \$25,100?

\$25,100 OR LESS .....	1	(Ask Q.924b)
OVER \$25,100 .....	2	(Ask Q.924c)
REFUSED/DK .....	3	(Go to Q.926)

IF UNDER \$25,100:

924b. Was it...(READ CATEGORIES)

OVER \$17,900 .....	1
BETWEEN \$15,300 AND \$17,900? .....	2
OR	
\$15,300 OR LESS .....	3
REFUSED / DK .....	4

DO NOT READ:

IF \$25,100 OR OVER:

924c. Was it...(READ CATEGORIES)

\$35,000 OR LESS? .....	1
BETWEEN \$35,000 AND \$50,000? .....	2
BETWEEN \$50,000 AND \$75,000? .....	3
OR	
OVER \$75,000 .....	4
REFUSED / DK .....	5

DO NOT READ:

925. (NOT ASKED IN THIS VERSION)

926. How many people contribute to that income?

RECORD AMOUNT

IF MORE THAN ONE ADULT (Q.910)

1001. Are all of the adults living here able to use your phone if they want to or are there adults living here who you don't allow to use your phone except perhaps in an emergency?

EVERYONE CAN USE . . . . . 1 (Go to Q.1004)  
SOME NOT ALLOWED TO USE . 2 (Ask Q.1002)

IF SOME NOT ALLOWED TO USE (Q.1001):

1002. How many adults are not allowed to use your phone except, perhaps, in an emergency?

(record number)

1003. What is their relationship to you?

SPOUSE . . . . . 1  
UNMARRIED PARTNER . . . . . 2  
OTHER RELATIVE . . . . . 3  
NOT RELATED TO RESPONDENT . . . . . 4

IF MORE THAN ONE FAMILY (Q.911)

1004. Are there any families living here who do not have their own phone service?

YES . . . . . 1 (Ask Q.1005)  
2 OR MORE SHARE SERVICE . . 2 (Go to Q.1006)  
NO . . . . . 3 (Ask Q.1006)

IF YES:

1005. How many families living here do not have their own phone service?

\_\_\_\_\_ families

1006. RECORD SEX:

MALE . . . . . 1  
FEMALE . . . . . 2

1007. VERIFY TELEPHONE NUMBER DIALED.

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Those are all the questions I have. Thanks very much for your time.

INTERVIEWER ID#:

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DATE OF INTERVIEW: \_\_\_\_/\_\_\_\_/\_\_\_\_